

Reykjavik City Administration Easily Manages Mac Along with Windows PCs



“The expense of the comparatively small Mac fleet within our organization sometimes made me break out in a sweat. Although most of our Mac users are technically competent to deal with problems or administrative tasks themselves, we had to go out regularly to restore operations. As you can imagine, there is hardly anything worse for the security and efficiency of a huge IT infrastructure than not knowing exactly what is and isn’t installed on the staff’s computers. Thanks to Parallels Mac Management (now known as Parallels Device Management), this nightmare is now over. If I don’t get a good night’s sleep now, it’s for different reasons.”

Halldór-Ingi H. Guðmundsson
Reykjavik city IT Administrator

The Results



CHOOSE-YOUR-OWN-DEVICE (CYOD) INITIATIVES

Employees can choose to work on Mac, Apple mobile devices or Windows PC with the same level of security and efficiency.



EASE OF USE AND STREAMLINED MANAGEMENT

Automatic detection and registration of all Mac and Apple mobile devices, including software inventory and central management of configuration profiles.



INCREASED REMOTE ACCESSIBILITY

IT admins can use Parallels® to install authorized applications for the users via a self-service portal, without needing to physically send IT staff.



INCREASED SECURITY

Parallels makes it easier to manage all deployed licenses, enabling administrators to view, deploy, disable, and set a blacklist through a dedicated account.

About Reykjavik City

- Iceland's capital has undergone rapid development from the former sheep-breeding and fishing communes of the 19th century to the ultra-modern metropolis with excellent economic and cultural infrastructure that exists today.
- Reykjavik's city administration, within which different organizational units provide key benefits for other specialist areas, supports the city through a variety of services.
- The IT department's 50 employees play a key role and ensure the availability of all IT-based processes throughout the organization to over 10,000 computers.

The Challenge

A number of applications in Windows, Mac and Linux environments were being used across the different departments of the city administration. This was in addition to standard solutions from SAP, Autodesk, Microsoft, Adobe and Citrix. Moreover, a wide range of customized programs had to meet the specific requirements of individual functions.

To be able to manage this heterogeneous IT landscape as efficiently as possible, the administration implemented Microsoft System Center Configuration Manager (SCCM) in 2006, now known as Microsoft Endpoint Configuration Manager (MECM). This made it possible to carry out inventories, distribute software, monitor licenses, and perform remote maintenance and anti-malware management of the entire fleet in a centralized manner.

By 2015, however, approximately 200 Mac devices, belonging mostly to the graphics team, were excluded from this central system. As they weren't automatically recognized by SCCM, the hardware and software inventories of Apple computers were inaccessible, with serious consequences for the security of the IT infrastructure, among other things.

Administrators were unable to ensure that all Mac users had the latest security patches installed, and there was no clear overview as to which programs were used in which versions on the Mac machines. New software versions had to be installed manually on MacBook, Mac mini and iMac devices, which were scattered throughout the organization. In contrast to Windows machines, remote maintenance was impossible. Every time a problem arose that the user could not solve, an employee from the IT team had to be called in.

The Solution

In the summer of 2015, a friend and colleague of the Reykjavik IT team leader recommended that he take a closer look at Parallels® Device Management (previously Parallels Mac Management), because it could solve all his problems at once. His colleague told him that the product made it possible to recognize and register Mac devices in the network automatically. It could provide software packages, security patches and entire configuration profiles centrally.

Instead of sending IT employees throughout the building as before, the IT admins could use the Parallels solution to install authorized applications for the users via a self-service portal, and even set up any number of virtual machines, as and when necessary. In addition, the full integration of the Apple Device Enrollment Program (DEP) could be used to deliver new Mac machines and Apple mobile devices without the IT department having to handle them. As soon as a user turned on a new device for the first time, DEP would provide a profile-based configuration of account settings, applications, and access to the organization services.

The IT leadership was intrigued and immediately requested a trial version. Over subsequent weeks of intensive testing on Hyper-V servers, it turned out that the Parallels software was shown to have several advantages compared to the alternate solution from Apple as an admin platform. After testing all functions and easily addressing any problems that arose as a result of the enormous number of hosts, the city administration decided that Parallels Device Management was the best solution, and it has been an essential part of the IT infrastructure of Reykjavik's city administration since.

The Results

The Reykjavik IT team is using several core features that make Parallels Device Management indispensable to their organization: the automatic detection and registration of all Mac devices, including software inventory, central management of the configuration profiles, and the smooth distribution of software updates and security patches.

They now keep a close eye on Mac devices, the same as Windows computers, through a central inventory. By leveraging native Microsoft SCCM reports, Parallels Device Management provides them with all the relevant information, and through configuration profiles they can significantly improve adherence to compliance requirements.

Through the Parallels Device Management licensing portal, the IT team can monitor the most important information, such as licensing and usage statistics, and have a real-time overview of licensing activities, which makes it easier to manage all deployed licenses.

Administrators can view, deploy, disable, and set a blacklist through a dedicated account. The times when Mac devices were separate entities, and when they didn't know what unpleasant surprises they contained, are thankfully over. Since every Apple user no longer must work as an administrator and can concentrate on his/her own job, Parallels Device Management has not only had a very positive effect on the productivity of the IT department but also on that of the departments they serve.



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